

Across Continents. Around the Clock. One Common Bond.

Eye care software solutions and services that help customers focus more on patient care.

<30 sec

Technical support connection
typical wait time

97-99%

Customer satisfaction
since 2015



Evening and weekend software updates
while your office is closed



Around the clock
development and engineering

Customer Support Hours



Mon-Fri: 5am-5pm (PT)
Sat: 6am-Noon



Mon-Fri: 6am-6pm (MT)
Sat: 7am-1pm



Mon-Fri: 7am-7pm (CT)
Sat: 8am-2pm



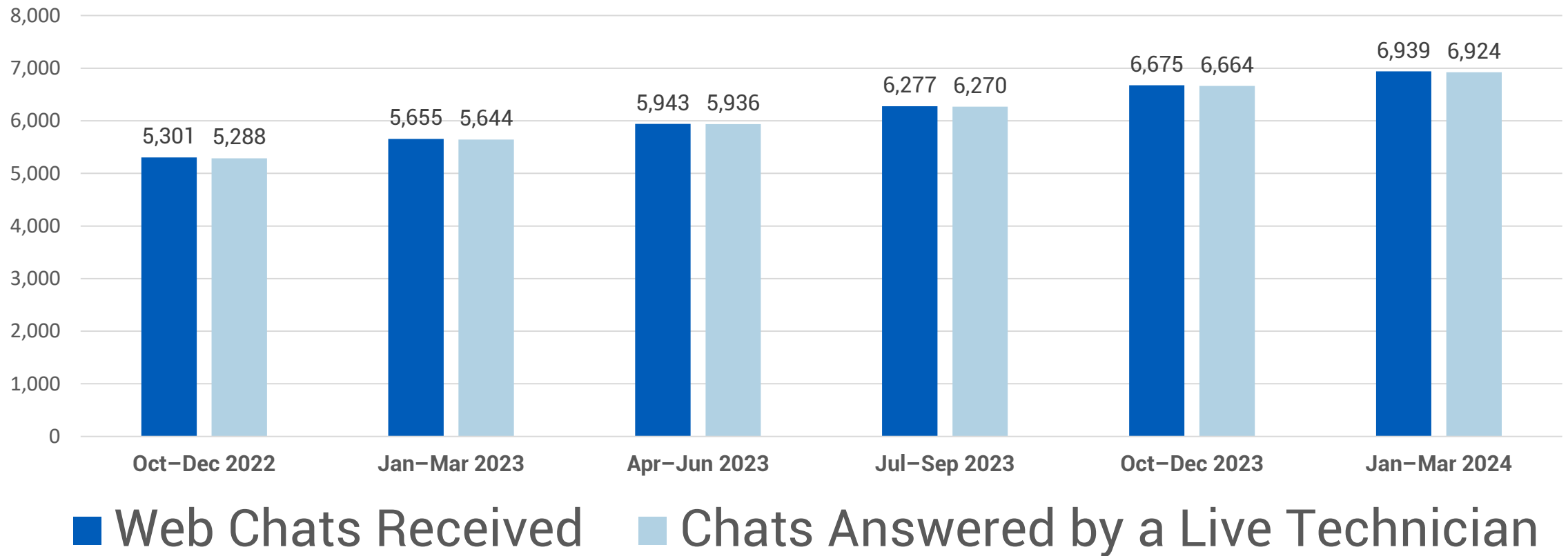
Mon-Fri: 8am-8pm (ET)
Sat: 9am-3pm



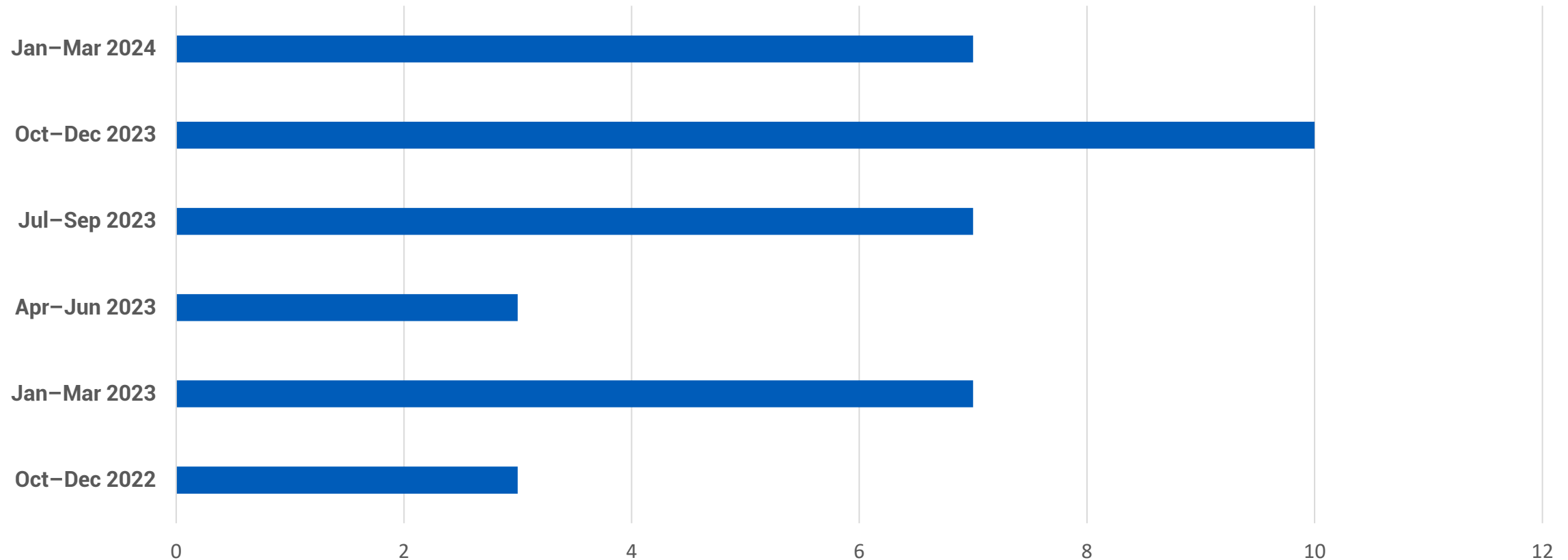
Mon-Fri: 5:30pm-5:30am (IST)
Sat: 6:30pm-12:30am

Corporate office located in Hillsboro, OR with satellite offices in AR, AZ, CA, CO, GA, IL, KS, NE, WA and Pune, Mumbai and Nagpur, India.

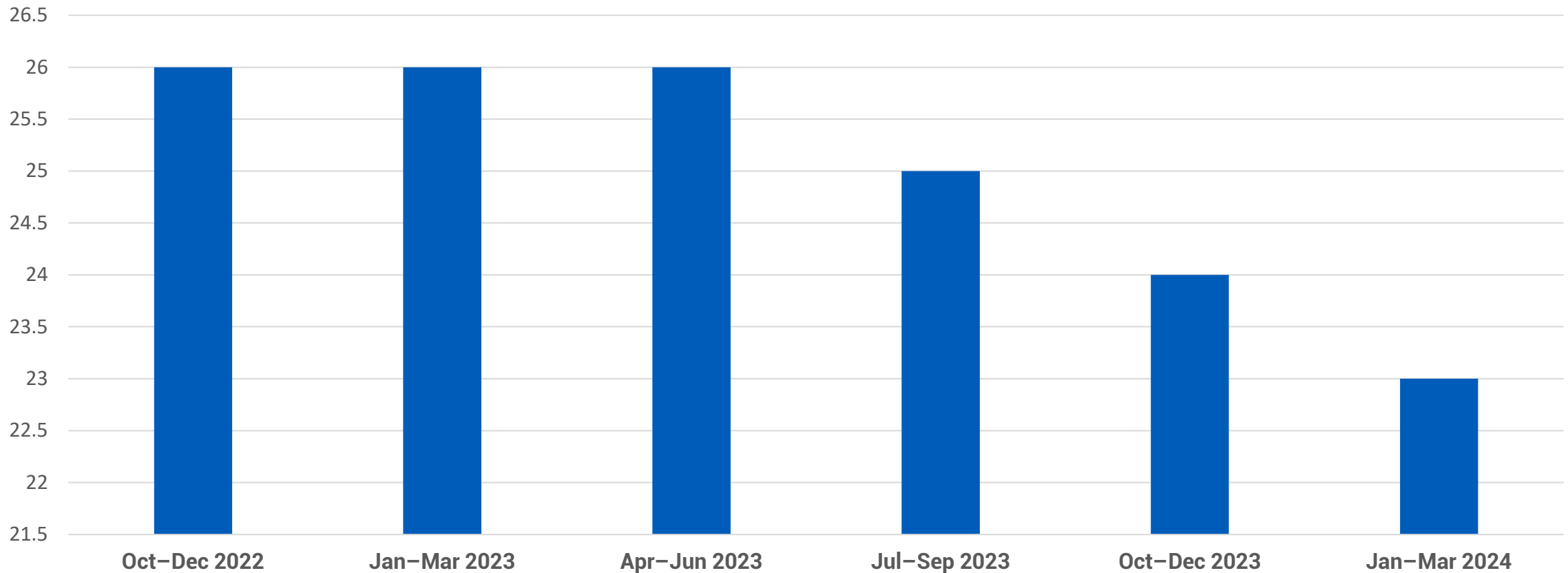
Web Chat Support Requests Answered by a Live Technician: **Average 99%**



Wait Time to a Live Technician for Web Chat Support: **Average 6 Seconds**



Wait Time to Live Technician for Phone Support: **Average 25 Seconds**



Customer Satisfaction Ratings

How would you rate the quality of the service you received?



Months/Year	Surveys Returned	Good to Excellent
Oct–Dec 2022	970	98%
Jan–Mar 2023	897	98%
Apr–Jun 2023	1,039	98%
Jul–Sep 2023	944	98%
Oct–Dec 2023	909	97%
Jan–Mar 2024	1,063	98%

What MaximEyes Customers Are Saying ...



- “When I opened Peak Eyecare in 2021, I demoed five optometry EHRs. My main focus was on usability, features, benefits, and cost. I selected MaximEyes.com because it stood out from the rest. Customer support always responds to our concerns and focuses on finding a solution quickly.” –Davis Capaccioli, OD ([read success story](#))
- “Customer support has always been courteous, thorough and reliable.” –WyoVision Associates ([read success story](#))
- “Most important, choose a company that provides top-notch training and technical support. I am quite happy I selected MaximEyes.com.” –Peter Falk, OD ([read success story](#))
- “I rate customer support as an A (10). We can always reach friendly and helpful technical support agents quickly to work on any issue that we have.” –Chet Myers, OD ([read success story](#))
- “We are extremely satisfied with customer support. First Insight has always placed a significant focus on customer satisfaction.” –Brad Bodkin, OD ([read success story](#))
- “The customer service is the best I’ve ever experienced.” –Rebecca Verna, OD ([read success story](#))